



Coordinated
Business
Systems, Ltd.
OF MINNESOTA

PROVEN LEADERSHIP. POWERFUL RESULTS.

PRO
ACTIVESM
IT MANAGED SERVICES



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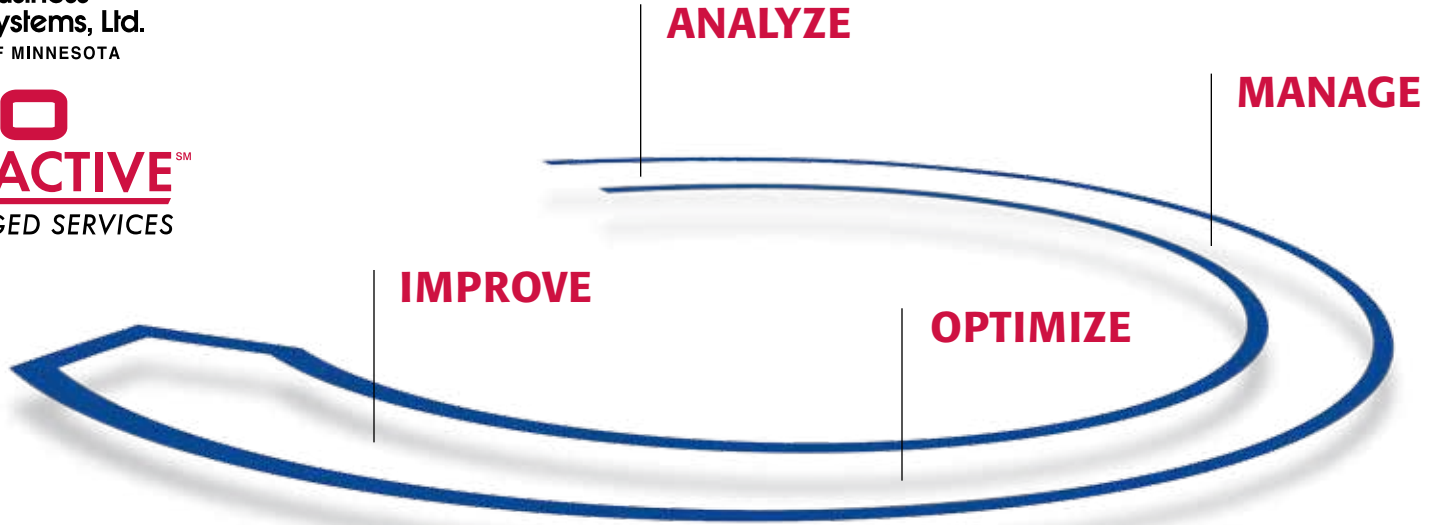
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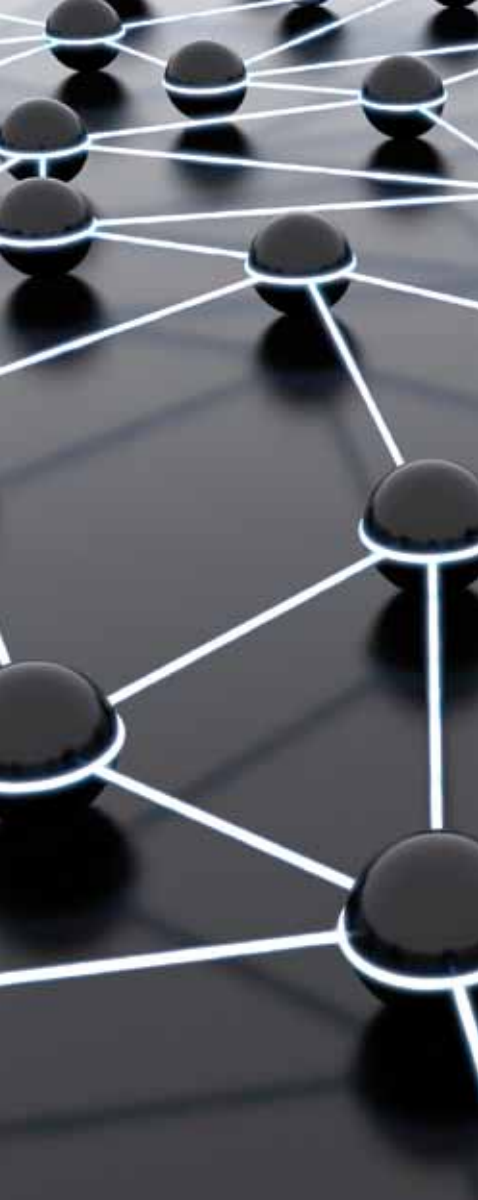
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MANAGED IT SERVICES LIFE CYCLE OVERVIEW

One major business challenge is maintaining and improving the efficiency and effectiveness of a company's information technology. Wouldn't it be nice to have access to an outside resource to assist with some or all of the responsibilities associated with your information technology functions?



PRO **ACTIVE**SM

IT MANAGED SERVICES

WHY ProActiveSM IT MANAGED SERVICES

A fully-functioning and innovative computer network is critical to total office productivity and long-term profitability. To ensure a competitive advantage, most CIOs strive to allocate only 20% of their efforts to fixing the network and 80% of their efforts to innovation. However, the reality is typically the contrary.

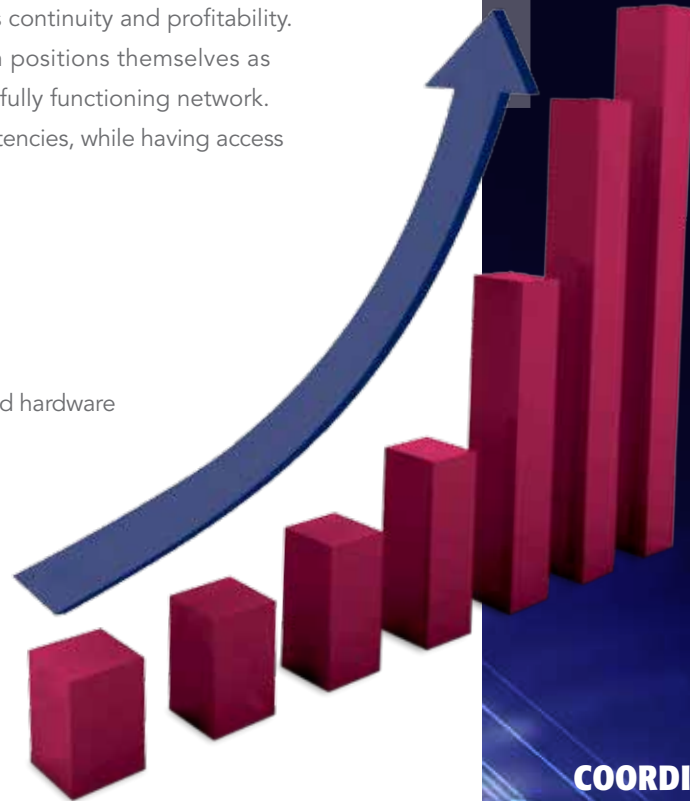
That's why Coordinated Business Systems provides ProActiveSM high-level management and 24/7 remote monitoring, ensuring consistent and reliable operation of your network. With ProActiveSM, our IT technicians have the capability to repair or resolve most problems remotely from our corporate technology center before your employees experience a problem. As a result, your IT staff will be unleashed to design and implement innovative ways to enhance your IT system, allowing your company to be more competitive.

OUTSOURCE YOUR IT FUNCTION

ProActiveSM IT Managed Services - Simple. Easy. Smart.

Whether you utilize on-staff personnel or an outside resource to support your IT function, reliability, security and cost control are essential to maintaining business continuity and profitability. Coordinated Business Systems' ProActiveSM IT Managed Services team positions themselves as long-term, goal-oriented partners that work with your team to ensure a fully functioning network. ProActiveSM IT Managed Services allows your staff to focus on core competencies, while having access to multiple tiers of IT expertise.

- ✓ Continuous 24/7 monitoring of critical systems
- ✓ Custom levels of support tailored to fit your budget
- ✓ Access to a broad, specialized team of IT professionals
- ✓ Timely deployment of manufacturer updates and patches
- ✓ Consistent assessment and vulnerability management of software and hardware
- ✓ Ability to expand and contract with your business
- ✓ Prompt response from local support technicians





ProActiveSM PROFESSIONAL SERVICES

Our ProActiveSM Professional Services consultants collectively hold over 30 IT industry certifications. They will educate your company and staff on new technology, emerging trends and develop your IT infrastructure to create efficiencies for your staff and help you achieve your business objectives. With years of IT experience working with small and medium businesses, we can help you achieve many of your objectives.

System Implementations and Upgrades

Our consultants will plan and implement your system upgrades and developments. We specialize in backup solutions, server hardware and Operating System (OS) upgrades.

HIPAA Compliance

With HIPAA compliant software and services, we can help you meet necessary security standards for your protected health information.

Disaster Recovery and Business Continuance

What if you were unable to access your computer network for several days? Most likely, your employees and clients would be negatively impacted and this would be a significant, costly problem. Affordable business continuity solutions are now available for all sized businesses. These technologies make it possible to build redundancy and fault tolerance into basic networks. So, if a problem occurs – application, system and data files can be quickly recovered with very little additional expense. Coordinated Business Systems can help you each step of the way. We can assist in determining your risk profile, then design and implement a plan that fits your requirements.

HOW DOES IT WORK?

The ProActiveSM team of certified consultants adhere to a proven Four Step system which ensures that your project is efficiently structured from concept through implementation.

STEP 1 Assessment

The first step to improved workflow, reliability and IT management is the ProActiveSM Network Assessment of your existing IT environment. Coordinated Business Systems will deploy software and conduct a complete walk through of your facility to see what hardware and software applications are being used. Furthermore, Coordinated will determine what assets are not being used to the best of your organization's ability and where vulnerability exists.

STEP 2 Strategic Road Map

With a complete network blueprint and inventory in hand, Coordinated will work with you to provide a detailed outline of how to optimize your IT services, leverage new technology and meet your organization's strategic needs.

STEP 3 Ongoing Management

Once a detailed solution of your IT function has been constructed, Coordinated takes ownership of all your IT headaches; creating more time for you to manage your business, focus on mission critical IT opportunities and work on your strategic initiatives. Coordinated will also manage all software and firmware updates on a timely basis. In addition Coordinated Business Systems offers 24/7 remote monitoring, immediate problem identification and recovery solutions in the event of a disaster.

STEP 4 Improved Network System

Your network and computers will be protected with secure Internet and Exchange email access, up-to-date spam filters or turnkey managed hosting services that protect your website and critical server applications.



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HOW DO YOU BENEFIT?

ProActiveSM Guaranteed On-Site Service

While most network issues can be resolved remotely, we understand that on-site service is important for our customers. With a ProActiveSM Service Package, Coordinated Business Systems provides a monthly number of hours-per-server and hours-per-PC to accommodate moves, new installations and other activities that are best addressed with an on-site technician.

ProActiveSM Emergency Response

The success of your business depends on the performance of your team doing what they do best. Small to mid-size businesses don't always have the resources quickly adjust when problems arise. Experiencing network downtime, email access failure, remote connectivity difficulties, printer jams and workstation crashes can exhaust valuable time from your existing IT function or staff members. ProActiveSM Emergency Response coverage delivers remote, on-site, weekend and after hour support response times in as fast as one hour. Our goal is to ensure maximum network uptime and tailored strategic solutions to fit your company's needs.

ProActiveSM Help Desk

The ProActiveSM Help Desk offers a central point for your team to get answers to the technical questions they need. Workstation failures, software upgrades, system troubleshooting and even server errors can waste valuable time and create unneeded frustration. With a response time in under one hour, let ProActiveSM IT Managed Services team of certified professionals troubleshoot your IT problems with our dedicated Help Desk solution. Through the Help Desk, our professionals can trouble shoot your problems over the phone or by securely logging into your network from our remote location.

ProActiveSM On-Site Support

When on-site or phone response is needed, Coordinated Business Systems is there working with your company. ProActiveSM IT Managed Services responds in as little as four hours and gives your company access to a complete team of certified professionals. Coordinated Business Systems will keep your business productive and flowing smoothly, no matter what it takes.

ProActiveSM Remote Monitoring and Management

Left unchecked, sooner or later your network will fail, leaving customers unserved, employees idle and your reputation hurt. ProActiveSM IT Managed Services from Coordinated Business Systems has developed sophisticated processes and invested in software and infrastructure for 24/7 remote network monitoring. Coordinated Business Systems' mission is to identify potential problems and correct them before they disrupt your network or workflow.

ProActiveSM Security and Protection

Your network and computers will be protected with secure Internet and Exchange email access, up-to-date spam filters or turnkey managed hosting services that protect your website and critical server applications.



BACK-UP/DISASTER RECOVERY

Disaster Recovery

When disaster strikes, the ability to restore data timely is mission critical. Organizations depend on technology and to be without it for any length of time could be devastating. The most common disasters are fire, tornado, windstorm or flood. However, unforeseen events such as a chemical spill quarantine can prevent you from having access to your facilities. Acting as your virtual CIO, Coordinated Business Systems will always include a Disaster Recovery Plan with your ProActiveSM Network Assessment. Since each customer's environment and risk tolerance is different, the plan requires custom design and should closely mirror and complement your data back-up plan. Coordinated Business Systems makes certain your data is off-site and secure with the ability to be rapidly restored in the event of an emergency.

Online Back-Up

Imagine losing all of your organization's data in a flash. Most organizations anticipating this potential crisis implement some form of back-up procedure with the most common being backing up to tapes. As your IT Managed Services provider, Coordinated Business Systems will customize a back-up procedure to meet your needs. After assessing your risk tolerance by application and leveraging technology to limit human intervention, Coordinated Business Systems routinely tests back-up data making certain it can be restored properly in the event of a loss or corruption. Good back-up practices need to cover all elements of the network, including PCs, notebooks and servers while being customized to the organization's needs, location and environment.



BUSINESS PARTNERS

Microsoft

Microsoft is the worldwide leader in software, services and solutions that help businesses realize their full potential.

Hewlett Packard

Hewlett Packard provides integrated network, server and data systems to organizations of all sizes. HP products are known to be functional, reliable and affordable for the independent business environment, schools and more.

Dell

Dell provides information technology that helps companies realize their objectives by addressing the unique needs of large companies, public organizations and small to medium size businesses.

Adobe

Adobe revolutionizes how the world engages with ideas and information by providing the tools necessary to create and deliver compelling content in order to fully realize business potential.

docStar

docSTAR is the leader in document management to securely scan, store and retrieve paper and electronic documents quickly and easily.

Objectif Lune

Objectif Lune creates innovative software solutions to help companies develop, maintain and grow their business by maximizing the value of their communications and documents.



Microsoft®



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Proven Leadership. Powerful Results.